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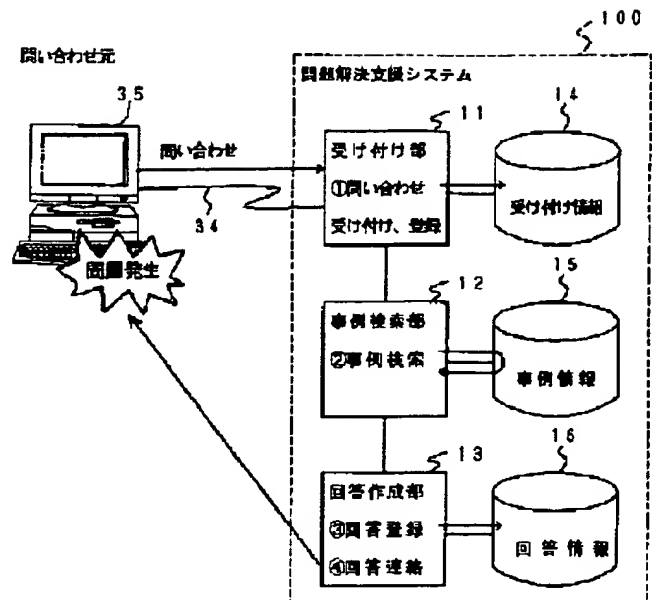
APPLICATION DATE : 29-09-95
APPLICATION NUMBER : 07253081

APPLICANT : HITACHI ELECTRON SERVICE CO LTD;

INVENTOR : NITTA HARUHIKO;

INT.CL. : G06F 17/60 G06F 13/00 G06F 17/30
H04L 12/54 H04L 12/58

TITLE : PROBLEM SOLVING SUPPORT SYSTEM AND METHOD



ABSTRACT : PROBLEM TO BE SOLVED: To automatically receive an inquiry and to reply to it

SOLUTION: This system is provided with a case information storage means 15 holding the reply for every key item, a receiving part 11 receiving the inquiry by an electronic mail, a case retrieval part 12 extracting the key item from the inquiry document contained in the electronic mail and reading the reply held in the case information storage means 15 according to the key item and a reply preparation part 12 preparing a reply electronic mail by using the read reply and transmitting the mail to an inquiry origin.

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